

Summary Update

[REDACTED]
[REDACTED]
[REDACTED]

6/21/17
[REDACTED]

[REDACTED] sought assistance through EO Office feeling that a number of offices at Western did not show the sensitivity required regarding her disability in how they treated her scholarship tuition waiver and then her financial debt to the institution in. She did not indicate that she wanted to file a formal complaint, but wanted the Office's Assistance with an informal resolution of her concerns.

She felt the focus of the accommodations given was only for the classroom and [REDACTED] was having challenges getting what she felt was accommodation and understanding about her tuition waiver and debt, as it regards her disability.

[REDACTED] reported that numerous offices at Western were not returning her call and no helping her file the needed paperwork.

She had to withdraw Fall quarter and then started accumulating a debit, which, which interest has grown to a point she is not able to begin to pay back as it continues to earn interest. She indicated her mother is not able to help her and is not well. [REDACTED] finds herself in a devastating position, with large debt and continually accruing interest, with no ability to pay as she cannot work due to her disability.

EO Office had numerous meetings with various offices, meeting together with David Brunnemer, Registrar; Clara Capron, Financial Aid; Bob Putich, Student Business Officer. Over the a number of weeks, colleagues worked out a plan with [REDACTED] to first stop the accruing interest and then develop a pay back plan that [REDACTED] found acceptable and doable, over time.

EO counseled with [REDACTED] and offered to bring necessary resources to the discussion about whether [REDACTED] wanted to complete her education at Western. [REDACTED] indicated that at this time she did not desire to do so.